I am hearing impaired. I prefer to have certified interpter on VRS to smooth communication between hearing and deaf I had expeirence with non certified interpter who can't read me ASL. Not worth to struggle communicate and correct non certified interpter I want to have smooth communicate effectively! That's professional business communication! Don't hire non certified interpter period. Unless non certified interpter go to school and training till her or his skills improve and take test and pass for certified. Thank you for your understanding.